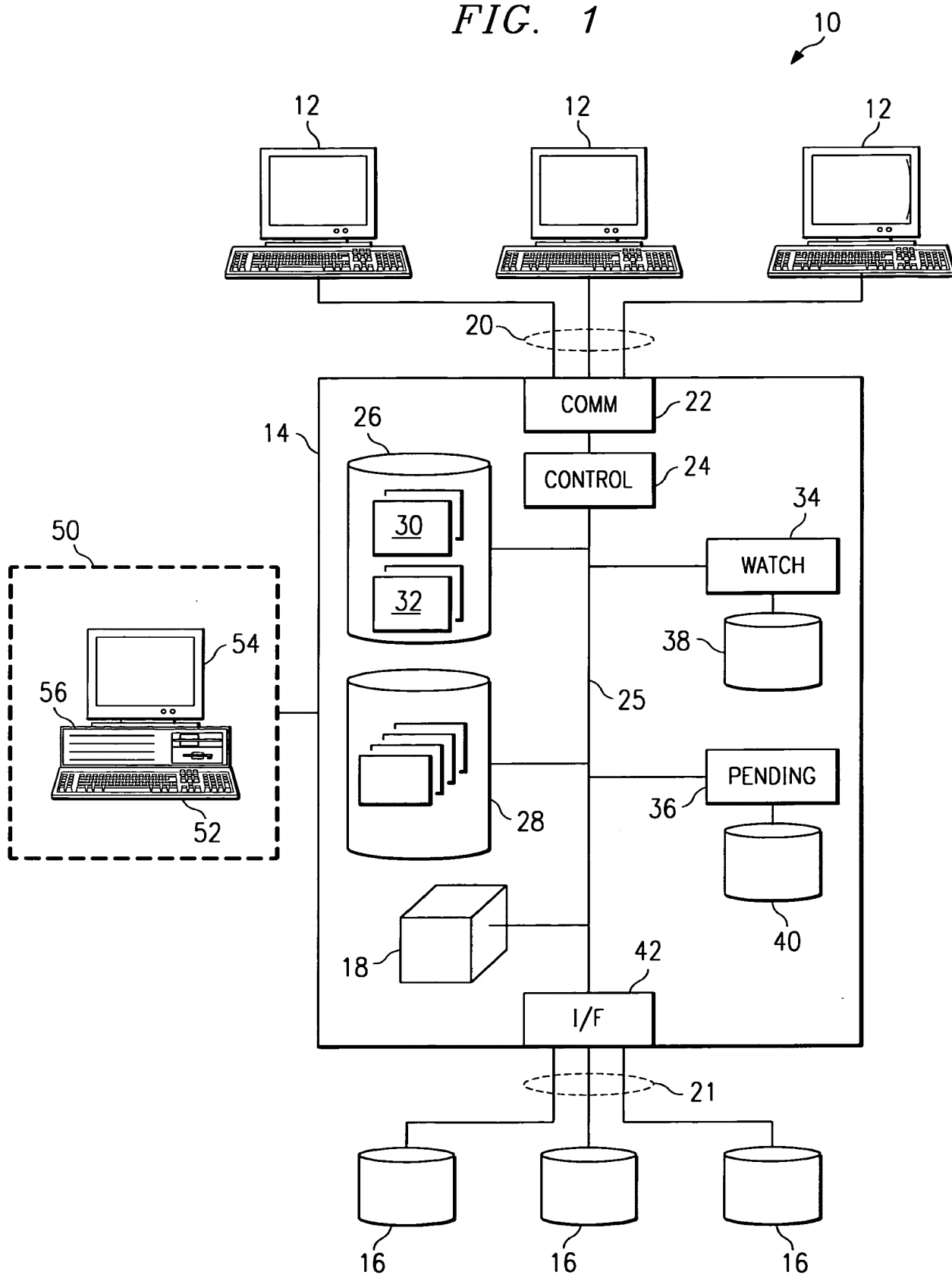


FIG. 1



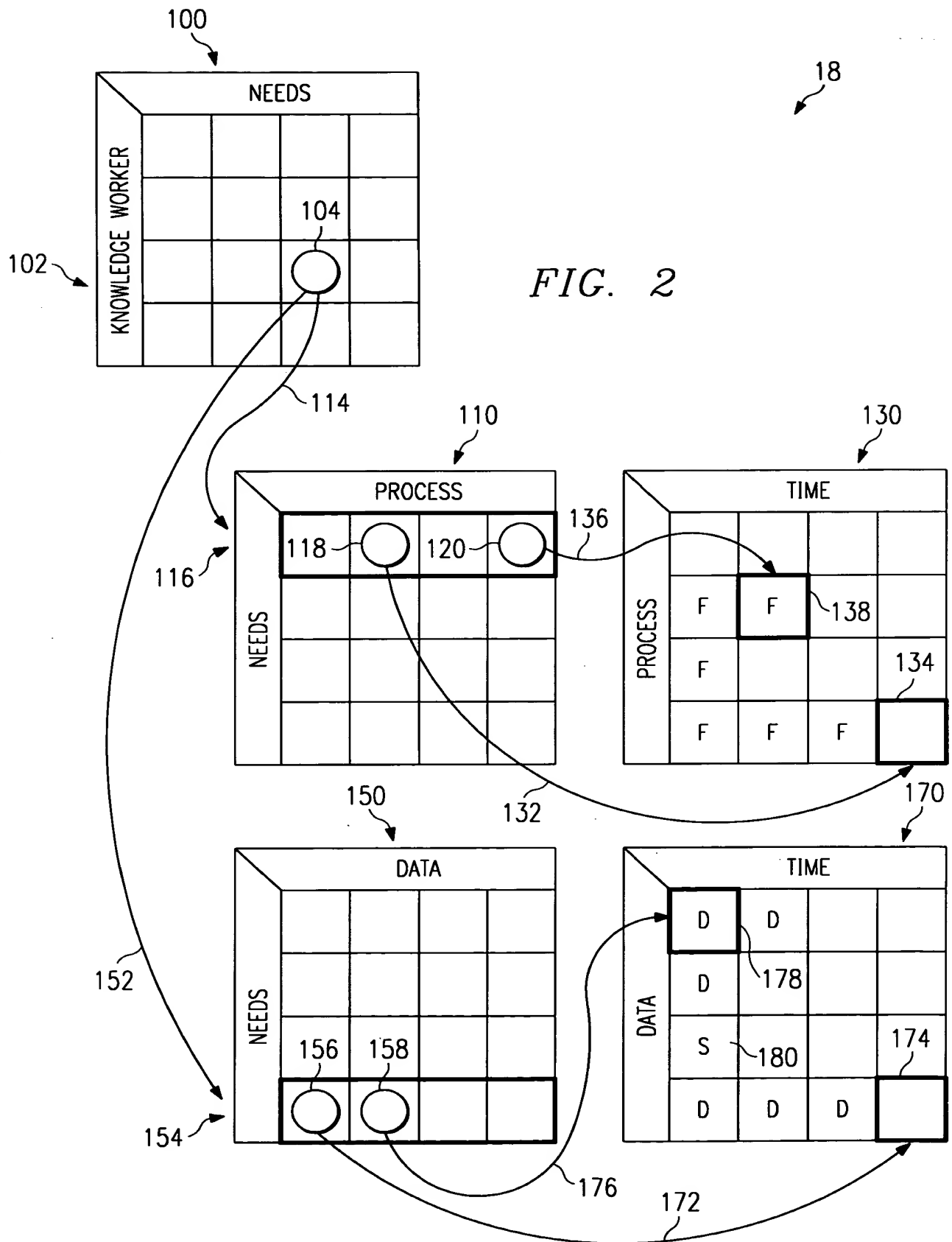
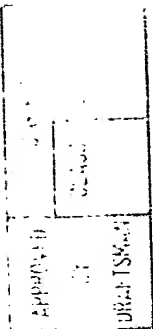


FIG. 3

30

USERNAME	200
PASSWORD	202
ORGANIZATION ID	204
KNOWLEDGE WORKER VIEW	206
KNOWLEDGE WORKER ID	208
HOME VIEW	210
LANGUAGE	212
EMAIL	214
TELEPHONE/FAX	216
LAST PROFILE UPDATE	218
RECORD 1	
RECORD 2	
⋮	
RECORD N	
ACCESS STATISTICS	222

220



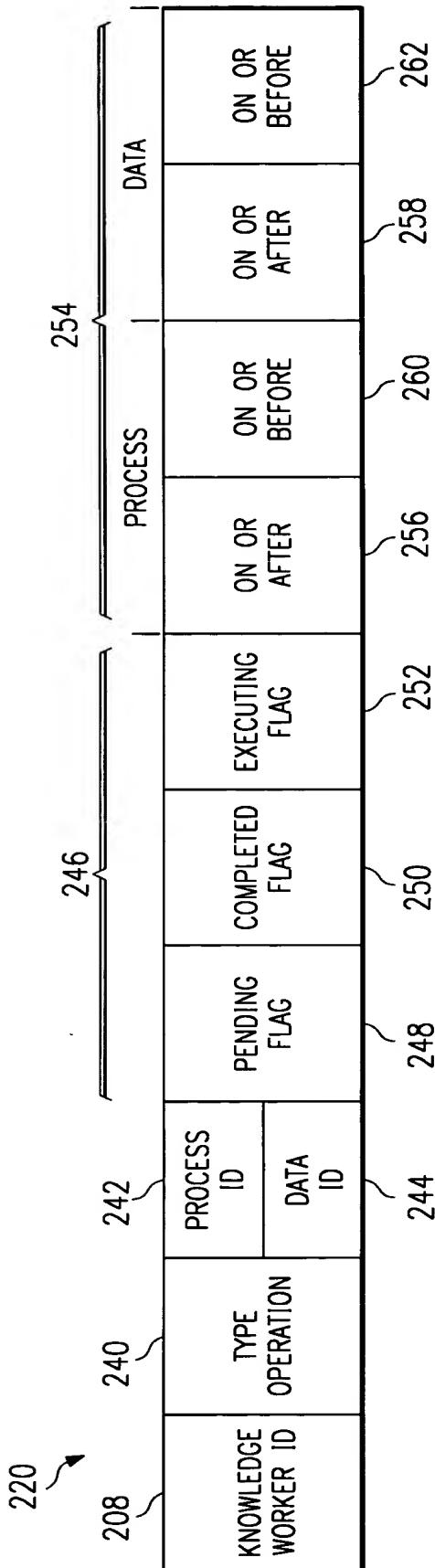


FIG. 4

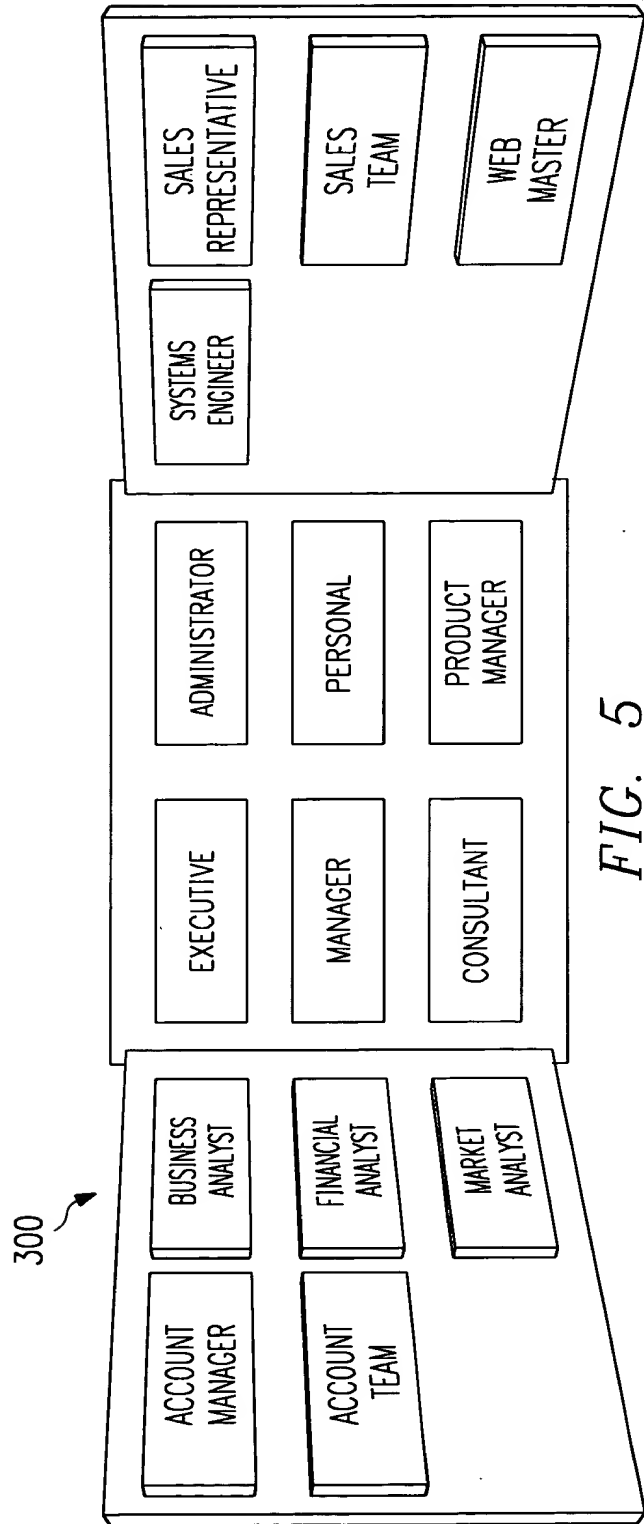


FIG. 5

310

FIG. 6

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ACCOUNT MANAGER

314

THINGS TO KNOW ABOUT	THINGS TO KNOW HOW TO DO
<ul style="list-style-type: none"> <li>CUSTOMER 1</li> <li>CUSTOMER 2</li> <li>PROJECT 1</li> <li>PROJECT 2</li> <li>FINANCIAL RESOURCES</li> <li>CURRENT EVENTS</li> <li>COMPANY NEWS</li> <li>FREQUENTLY ASKED QUESTIONS</li> <li>⋮</li> </ul>	<ul style="list-style-type: none"> <li>PREPARE A PROPOSAL</li> <li>STRATEGIC PLANNING</li> <li>BILLING</li> <li>ESTABLISH ACCOUNT</li> <li>MAINTAIN ACCOUNT</li> <li>HIRE EMPLOYEE</li> <li>ORDER SOFTWARE</li> <li>TRAVEL REIMBURSEMENT</li> <li>⋮</li> </ul>

FIG. 7

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STRATEGIC PLANNING	INPUTS	STEP DETAIL	DELIVER- ABLES	TIPS	TOOLS	TECH- NIQUES
IDENTIFY THE ORGANIZATION'S VISION, VALUE SYSTEM, AND STRATEGIC THRUST	336 					
IDENTIFY STAKEHOLDERS		338 				
IDENTIFY AND TABULATE THE BUSINESS OBJECTIVES, CRITICAL SUCCESS FACTORS, STRATEGIES, AND GOALS						
IDENTIFY PERFORMANCE MEASURES			340 			
VALIDATE UNDERSTANDING OF THE BUSINESS DRIVERS AND OPPORTUNITIES						

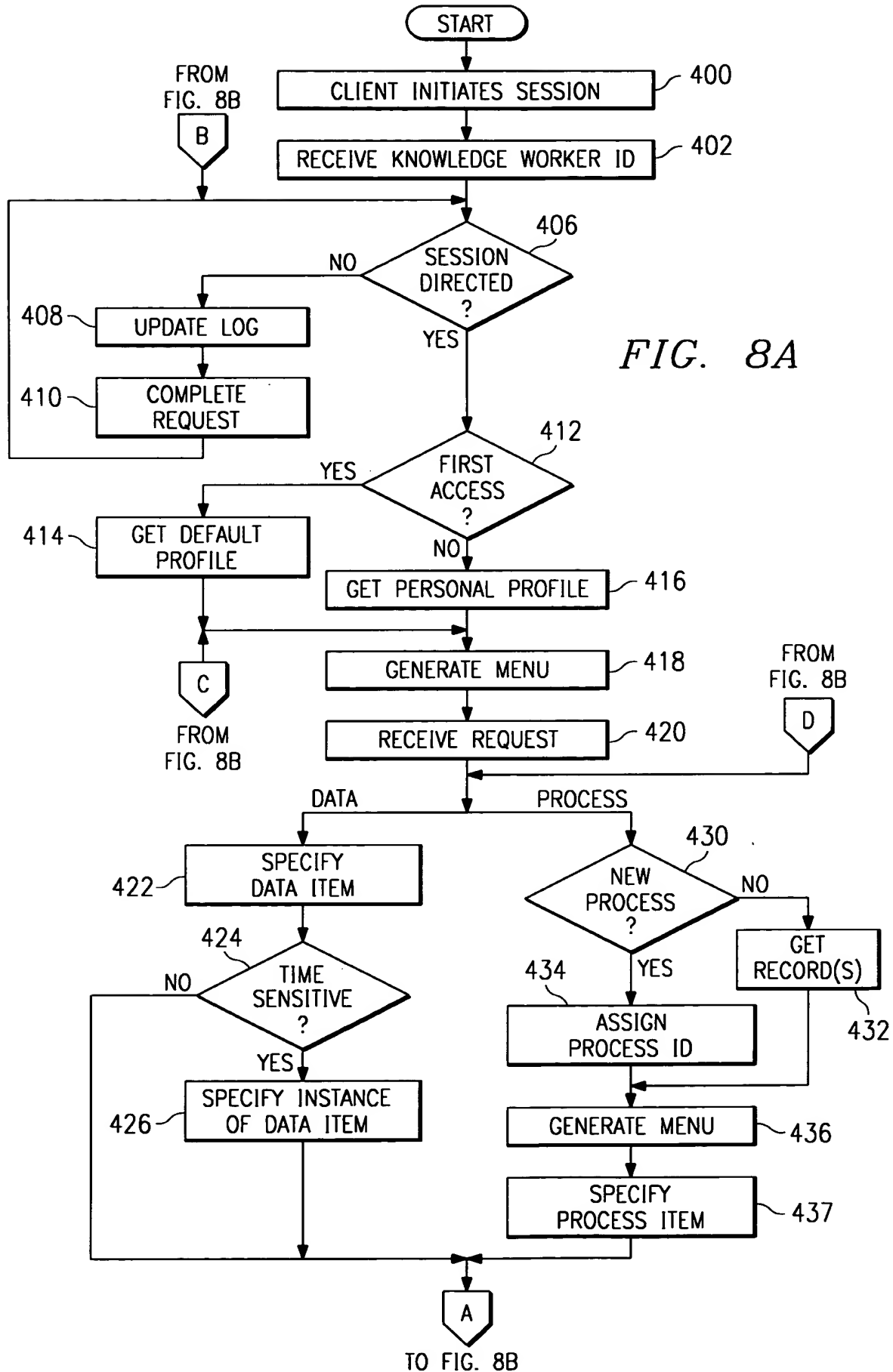


FIG. 8B

FROM FIG. 8A

